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REQUIREMENTS

- A. To meet the needs of the family, the case manager makes referrals within the local department and to outside agencies and service providers
- B. Referrals may be made during the application process or anytime thereafter

REFERRALS

- A. Child Support Enforcement Services
 1. Provides services to establish paternity and establish and enforce child support orders
 2. Services are provided:
 - At no cost for current TCA and MA families
 - At no cost for former TCA and MA families who have kept at least one child support case open with CSEA
 - For a one-time-only \$25 fee for all other families
 3. Cooperation with CSEA is required for TCA and MA families that include a child with an absent parent
- B. Community and Educational Resources
 1. Each local department has compiled lists of many resources
 2. Use of the services is optional unless it is tied to work and education requirements
- C. Disability Entitlement Advocacy Program (DEAP)
 1. Provides free legal and advocacy services to disabled individuals currently receiving TCA or TEMHA who are applying for SSI or Social Security disability
 2. Cooperation with DEAP is required when claiming a disability lasting 12 months or longer

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- D. Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Services
1. Provides preventative health services for children on a recommended schedule
 2. Services are available through the family's MCO or local health departments
 3. Use of the services is optional, but PPI disallowances are imposed if pre-schoolers do not have annual check-ups
- E. Family Planning
1. Give the pamphlet, "The Choice Is Yours" to every applicant
 - Applicants who are not of child bearing age may need it for other family members
 - Give telephone numbers and locations for services upon request
 2. Emphasize to applicants and customers that the Primary Prevention Initiative (PPI) Health one-time-only bonus payment can be issued annually based on a check-up at a family planning clinic
 3. Some local departments have the "Three for Free" program which provides free condoms
 4. Use of family planning services is optional
- F. Family Violence Counseling
1. Provides counseling and other services for families with members who are victims of family violence
 - Some may still be in a violent home situation
 - Some have left a violent home
 2. A trained family violence expert is in each local department
 3. Counseling services may be in-house or from other service providers
 - Each local department has a list of outside counseling services
 4. Cooperation with Family Violence Counseling is mandatory for exemptions from the work and time limit requirements

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G. Job Services

1. In each jurisdiction, the range of job services will vary
2. Some services are available to the general public and others may be targeted to low income individuals
3. Make referrals according to local procedures
4. Use of the services are mandatory for most TCA adult applicants and customers

H. Legal Services

1. Free or reduced cost legal services are available for customers who appeal local department decisions
 - Every notice sent to customers states how to access legal services
2. Referrals are also appropriate when an applicant or customer needs professional legal help
 - Each local department has a list of free and low-cost legal services
3. Use of services is optional

I. Maryland Energy Assistance Program

1. Provides financial assistance for heating fuel utility costs to low income families and individuals
2. Available for those who are totally responsible for paying the heating bill and those who pay rent with heating costs included
 - If heat included in rent, MEAP is applied to a rent reduction
3. Usually available from November through March
4. Applications are taken at the local MEAP office
5. Each MEAP office and local department establishes local procedures to verify income and benefit amounts of local department customers
6. Refers to other local non-profit agencies, such as local Fuel Funds, when MEAP is not sufficient
7. Use of the service is not required
 - If the local plan includes grants for energy related emergencies, customers usually must apply for MEAP first during the MEAP session

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- J. Social Services – Local departments
1. Provides counseling and other intervention services for families and children
 2. Referrals are made using local procedures
 3. Protective Services are mandatory; all other services are optional
- K. Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
1. Provides vouchers for certain types of foods redeemable at grocery stores
 2. Available for pregnant women and children up to age 5
 3. Give applications to families with individuals that meet the criteria
 4. Use of the program is optional
- L. Subsidized Housing
1. Provides low-cost housing based on income
 2. Each local department has a list of subsidized housing contacts
 3. Use of the service is optional
- M. Substance Abuse Treatment
1. Provides residential or out-patient treatment for alcohol or drug abuse
 2. Make referrals to treatment programs using the **DHR/FIA 1177** form or through local procedures
 3. Use of the services is required for TCA adult and minor parents with an identified abuse problem
- N. Tel – Life
1. Provides lower cost basic telephone service
 - Extra features, such as call-waiting, are not allowed
 - Can be used for a new phone or existing service
 2. Available to TCA, TEMHA, PAA and SSI families
 3. Applications are available at Verizon offices, local departments, or Tel-Life at DHR
 - Tel-Life # at DHR is (410) 767-7442

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- Verizon # is 1-800-525-0145

VERIFICATION

- No verification is required for referrals
- Verification that a service was used may be needed when it affects eligibility

EXAMPLES

Example 1. Molly Smith applies for TCA for herself and her 2-year-old son. She is 5 months pregnant and has left her abusive husband, but still wants to get child support from him. She has been moving from one relative to another. The case manager makes the following referrals:

- Family Planning
- WIC for both Mrs. Smith and her son
- Child Support Enforcement Administration
- EPSDT
- Housing Services
- Family Violence Counseling

Note: A referral to job services may be made if Mrs. Smith wants to be referred or the family violence counselor recommends job services as part of the family's safety plan

Example 2. Rachel Randall applies for TCA for her two pre-school grandchildren. Mrs. Randall is not in need. The case manager makes the following referrals:

- Family Planning
- WIC for the children
- Child Support Enforcement Administration
- EPSDT

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Example 3. Ms. Truman applies for herself and her pre-school daughter, Bess. Ms. Truman provides a medical report stating that she can never work. Ms. Truman knows she probably will not live to see her daughter become an adult and she is very worried about her future since Bess's father is deceased. Ms. Truman and Bess's father were never married to each other. In addition to a referral to the local Social Security District Office to apply for benefits for Bess on her deceased father's account, referrals are made to:

- Legal Services
- DEAP
- WIC for Bess
- Social Services

ADDITIONAL INFORMATION

- Application – Family Violence Screening
- Application – Substance Abuse
- Technical Eligibility – Child Support Requirements
- Work and Education – Basic Requirements
- Other Programs and Services – MEAP
- Other Programs and Services – Social Services
- Other Programs and Services – EPSDT